

Regional Manager (Western & Niagara region)

Agricorp is looking for Regional Managers in the Western & Niagara region to join our Regional Services team in the Program Delivery division. This opportunity will appeal to those interested in representing Agricorp based in Western Ontario or the Niagara region. As well you will be the subject matter expert on crop specialties that include grapes and tender fruit (Niagara), grains & oilseeds and forages (Western and Niagara). This position works from a remote home office.

The Role

The Regional Manager is responsible for leading and enabling a team of field service professionals to provide underwriting and claims processing for Agricorp's Business Risk Management programs. The Regional Manager is accountable to ensure that all field underwriting and claims activities are processed in accordance with Agricorp's program policies, guidelines and standard operating procedures.

In this role, you will:

- Manage the day-to day efforts of a team to support the consistent delivery of field underwriting and claims processes to meet the goals of the department
- Manage, develop, and train a team of direct reports
- Resolve highly complex, high-risk claims or underwriting policies within approved dollar value limits
- Manage a detailed statistical reporting system to monitor and measure team productivity
- Assist the Agricorp Quality team in the development of effective quality review processes (i.e. Underwriting/ Claims file reviews) to ensure Regional Services meets established quality objectives
- Develop and implement plans to manage fluctuations in volume and nature of work that effectively and efficiently uses resources across the province
- Provide recommendations, solutions and advice, based on trends
- Monitors customer issues and make recommendations to address and manage customer expectations, escalating issues if needed
- Provide advice and direction to Regional Services to provide a consistent customer experience across the province
- Establish and maintain strong working relationships across the organization
- Participate in tradeshow and other local events, as required, to maintain solid working relationship with customers and stakeholders
- Participate in case conferences; confers with Senior Quality Advisor on underwriting files requiring legal counsel or on potential appeals
- Ensure that all research performed for underwriting and claims investigations is conducted according to standard
- Provide recommendations into the overall Program Delivery budget, where appropriate
- Stay current and up to date in agriculture and agricultural practices and technology

Job status:

Western Region – Permanent

Niagara Region – 6 months contract

Salary: \$79,981 - \$94,095

Work status: Remote - home office

Location: Must be located in the Western Region of Ontario or the Niagara Region

Qualifications

- Post-secondary degree or diploma in agriculture, economics, finance, commerce, a related field or equivalent experience
- Minimum 7 years' experience in farming or in the agricultural industry
- Minimum of 5 years' experience coaching and leading people and teams
- Experience background in managing budgets
- Proven experience in a high-volume client environment
- Experience in claims adjudication and/or in the financial services or agricultural industry
- Working towards a professional designation (CCA, CIP, FIIC) an asset
- Valid Ontario driver's license
- Conflict resolution or dispute mediation experience an asset
- Strong working knowledge of Agricorp programs an asset

Key Competencies

- **Leading teams** –Leads and supports individual and team performance to achieve results through creating strong morale and feeling of belonging.
- **Client focus** – Meets the expectations of internal and external customers through establishing effective relationships, gaining trust and respect.
- **Critical judgment, decision making and problem solving** –Makes the best decision, in a timely manner, based on a mixture of analysis, knowledge, experience and judgment.
- **Analytical thinking** – Differentiates between important and unimportant details, recognizes inconsistencies between facts and/or data and draws correct inferences from the information.
- **Quality Focus** – Attends to the task at hand to minimize errors; reviews own work prior to distribution
- **Initiative** – Proactively identifies and handles issues and situations to take action; seizing opportunities when they arise
- **Planning and organizing** – Effectively plan and organize time and resources to prioritize work to effectively meet objectives

Background

Agricorp, an agency of the government of Ontario.

Agricorp delivers government programs. These programs help protect the livelihood of over 47,000 Ontario farmers against the many risks farm businesses face every day. Our employees are skilled professionals who respond when industry and government need us, manage public funds with great care and integrity, and deliver a quality customer experience.

Agricorp helps grow Ontario agriculture. We underwrite \$7 billion in risk each year. The agency was established in 1997, and in our first 25 years we made \$7.5 billion in payments to farmers when they needed it most.

Apply online

To apply for this position, please go to www.agricorp.com and select **Careers**. Click on **Current Opportunities**.

We thank all applicants for their interest; however only those selected for an interview will be contacted directly.